

CHAPTER 8

QUALITY ASSURANCE SURVEILLANCE PLAN

Introduction

The Quality Assurance Surveillance Plan (QASP) is a document designed to provide the QAE an effective and systematic surveillance method for evaluating contractor performance. The PWS and QASP are developed simultaneous.

The QASP is the written instructions by which the COR/QAE checks to ensure the government is getting what is contractually required. The QASP consists of written instructions for the COR/QAE, and a checklist containing items of contract performance, which have been extracted from the Performance Work Statement.

QASP development

QASP is critical to the total acquisition process. Each QASP must be tailored to a particular contract and PWS. At times, a PWS may be extremely comprehensive, but without accurate and supportive ways to measure a contractor's performance time and effort may be wasted.

The QASP is a formal document the Army prepares to ensure a systematic inspection of the required services. The QASP is not a part of the PWS, and should not be issued with the solicitation for two reasons: the QASP is subject to unilateral changes throughout the life of the contract and should not be made a part of that document; and you do not want the contractor to use the QASP as a format for their Quality Control (QC) plan. Since the contractor's QC plan is an evaluation item during source selection, it should reflect the contractor's understanding of the requirements, not the government's position. For this second reason, many installations prefer to regard the QASP as a procurement sensitive document.

How and when do we develop the QASP? The PWS team usually develops the QASP. Since they have written the PWS, they are intimately familiar with the required services and can best use that knowledge in writing the QASP.

The QASP is based on the performance requirement summary (PRS) and the workload contained in the PWS. The PRS is key to developing the QASP since it lists the required services, the standards which must be met, the Acceptable Level of Performance (ALP), the lot composition, the planned method of surveillance, and, if appropriate, the contract deduction percentage. All of this information is required by the COR and QAEs to complete their surveillance forms and compile reports of contractor

performance.

The QASP is based on the Performance Requirements Summary (PRS) and workload contained in the PWS. SARDA Acquisition Letter 88-5 issued GAO decision B-224230 of 9 January 1997 requires the PRS to contain an Acceptable Level of Performance (ALP) and deduction percentage from contractor billings for exceeding ALPs. The deduction percentage is used in Firm Fixed price type contracts.

The content of the PRS normally lists:

- Required services
- Standards
- Acceptable Level of Performance (ALP)
- Lot composition
- Planned method of surveillance, and
- If appropriate, contract deduction percentages

QASP components

Although your QASP must be tailored to meet your specific PWS requirements and operating conditions, certain regulations govern the basic methodology and procedures.

The following is the recommended format for the QASP, based on ANSI/ASQC Z1.4-1993, OFPP Pamphlet 4, and AFARS.

- (1) Introduction
 - (a) Purpose
 - (b) Functions surveyed
 - (2) How to use the plan
 - (a) Scheduling
 - (b) Sampling procedures
 - (c) Inspection procedures
 - (d) Documentation/reporting procedures
 - (3) Types of surveillance forms
 - (a) DA Form 5475-R, Surveillance schedule
 - (b) Sampling guide
 - (c) DA Form 5481-R, Tally Checklist
 - (d) DA Form 5476-R Surveillance Activity Checklist
 - (e) DA Form 5477-R
 - (c) DA Form 5478-R, Decision Table
 - (f) DA Form 5479-R, Contract discrepancy report (Chapter 8)
 - (g) Work statement discrepancy report
 - (4) Annexes.
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- (a) DA Form 5473-R
- (b) Table of inspection sample sizes
- (c) Inspection sampling plans
- (d) Random number tables
- (e) Contract deduction formula (only for Firm Fixed Price type contracts).

Summary

The PWS, QASP, and the requirement package are major contents of a formal solicitation. If the solicitation package, which is advertised, is incomplete, inaccurate, or untimely, the entire acquisition process may be hampered and may result in an untimely and ineffective contract.
